

Key



Key Topic:
Highlights of
cabinet accomplishments
Progressive solutions today for a
better workforce tomorrow



WORKFORCE ISSUES

Quarterly publication of the Cabinet for Workforce Development

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INSIDE

2

**Putting people
to work**

4

**Providing training
and education**

9

**Cutting taxes and
stabilizing communities**

10

Creating innovations

13

Building partnerships

Workforce Development: opening doors of opportunity

Allen D. Rose, Cabinet for Workforce Development secretary

For the past two-and-a-half years, I've had the privilege of serving as the secretary of the Cabinet for Workforce Development. I consider this a privilege not only because of the caliber and commitment of the employees of this agency but because of the positive impact we have on individual Kentuckians and on the economic future of the commonwealth.

As I travel around the state and talk with employer groups and chambers of commerce, many people ask me, "Just what is the Cabinet for Workforce Development all about?"

Those of you who know me realize that I become very enthusiastic when the subject is workforce development. After all, I've spent the better part of my career dealing with workforce development issues. I could easily take a couple of hours to talk

about this cabinet and the good things we are accomplishing for our fellow Kentuckians, but I usually try to respond to that question by giving the nutshell answer in the form of one of my favorite quotes:

"The world doesn't owe anyone a living, but it owes everyone the opportunity to earn a living."

Those words sum up what we're all about in the Cabinet for Workforce Development — providing opportunities that Kentuckians deserve to improve themselves financially, professionally and personally. I can't think of anything more important to the future of our state than providing people the opportunity to better themselves.

Every year, cabinet programs serve thousands of Kentuckians, including employees who have seen

*See **Workforce**, page 15*

"The world doesn't owe anyone a living, but it owes everyone the opportunity to earn a living.' Those words sum up what we're all about in the Cabinet for Workforce Development."

— Allen D. Rose, Cabinet for Workforce Development secretary



Key Issues

EMPLOYMENT OPPORTUNITIES

Putting people to work

Cabinet for Workforce Development agencies share a common goal — putting people into the workforce. In the last four years of the 1990s, cabinet agencies made nearly 330,000 job placements. Assistance provided by the departments ranges from simply providing customers with a list of job openings to providing intensive job-readiness and job-search services.



Intensive services help unemployed find work more quickly. The Department for Employment Services placed 276,700 Kentuckians into the workforce during the past four years. More than 500 Kentucky employers, from Fortune 500 companies to mom and pop grocery stores, are considered “full-service employers” that use the agency exclusively to conduct their hiring processes.

For example, the Employment Services office in Louisville took nearly 14,000 applications on one day when Ford Motor company announced that it was expanding, and the Danville office helped in the hiring process when the local Matsushita plant hired 250 people.

Employment Services has focused efforts on increasing the placement of unemployment insurance applicants through the use of “case management.” By providing intensive services as soon as an applicant applies for unemployment insurance, the department can help people back into the workforce and off unemployment benefits as soon as possible. This success saves employers money in the unemployment insurance trust fund and increases the standard of living for those Kentuckians who re-enter the workforce.

The department has also focused intensive efforts on helping welfare recipients enter the workforce, placing 42,556 welfare recipients into jobs during the four-year period ending December 1999. Services provided include work-readiness seminars, job-search assistance, on-the-job training and subsidized employment opportunities.

Specialized employment opportunities for visually impaired

The Department for the Blind placed 1,100 visually impaired Kentuckians into the workforce during the four-year period. In addition, the department has aggressively pursued specialized employment opportunities for its customers.



A Matsushita employee applies the finishing touches to vacuum cleaners, one of two appliances the Danville plant makes. Matsushita sought the help of a local Department for Employment Services office in order to hire workers for its assembly operations.



FORCE FACT

The Department of Vocational Rehabilitation has streamlined its processes to focus on placing customers into the workforce. With customer service in mind, regulations were rewritten, employees were empowered and consumers gained control of personal assistance services.

The Department for the Blind secured a five-year \$35 million military dining service contract at Fort Knox for a blind vendor participating in the department's Kentucky Business Enterprises Program. This vendor oversees 31 base dining facilities and employs 400 workers, creating opportunities for other people with visual impairments.

Since 1996, the Department for the Blind also has added a \$3.5 million military dining contract at Fort Campbell, five new vending opportunities at interstate rest stops, and a vending contract at the Federal Medical Center, a federal Bureau of Prisons facility. The department has also worked with New Vision Enterprises, previously known as Kentucky Industries for the Blind, to expand opportunities for employment, such as the establishment of an agreement to provide switchboard services for the Lexington and Louisville Veterans' Administration Hospitals.

Average salaries soar for people with disabilities

Department of Vocational Rehabilitation services, such as vocational assessment, counseling, job placement and auxiliary services, help

eligible individuals with disabilities to find employment.

In four years, more than 18,000 Vocational Rehabilitation consumers were placed in the workforce. In 1999, the department helped 4,875 people with disabilities enter the workforce. This was the department's highest single-year number of job placements in nearly 15 years.

The average weekly income of Kentuckians with disabilities who went to work rose 715 percent. Annual taxes paid, including social security and federal and state income taxes, totaled \$70,681,327.

For both the individual and for the state as a whole, employment of people with disabilities means a tremendous increase in productivity, generation of income and improved standard of living.

Record unemployment, record numbers of people working

Efforts by the cabinet in conjunction with economic development initiatives and business and industry job creation have resulted in record numbers of people working.

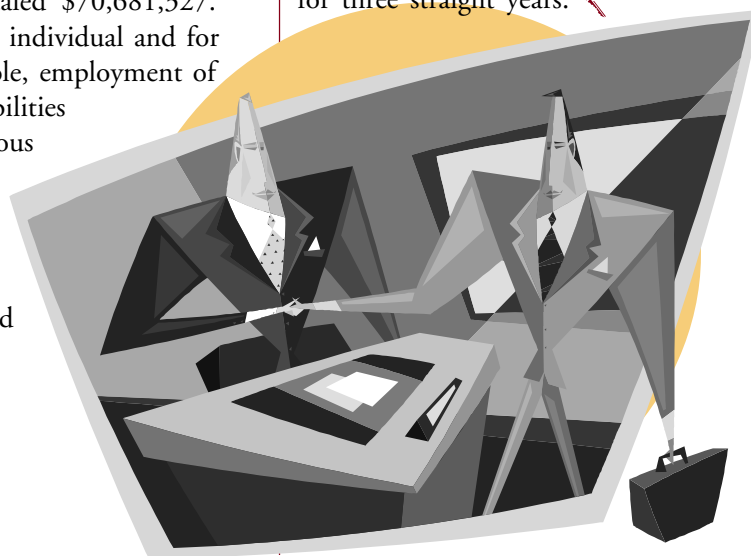
When Gov. Paul E. Patton began his first term in December 1995, the unemployment rate was 5.1 percent — a relatively low number. However, the unemployment rate has continued to fall. Four years later, in December 1999, the unemployment rate was 3.6

percent. For calendar year 1999, Kentucky recorded the lowest annual unemployment rate in 25 years — 4.5 percent.

During the year, an average of 1.9 million Kentuckians were working, which is

the highest annual figure on record. Annual unemployment rates have remained below 5 percent for two consecutive years and have decreased for three straight years.

For both the individual and for the state as a whole, employment of people with disabilities means a tremendous increase in productivity, generation of income and improved standard of living.

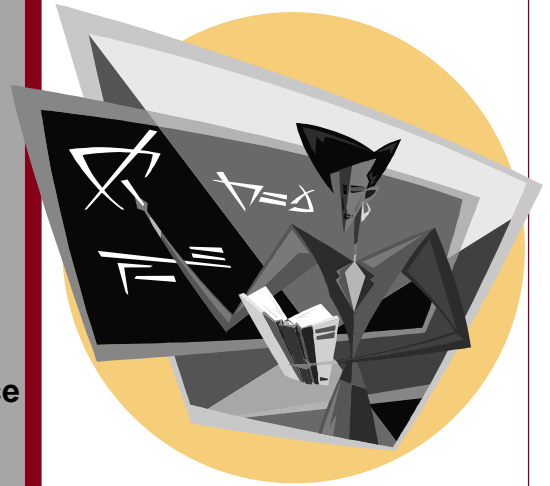


Key Issues

TRAINING & EDUCATION

Providing training, education

Many Kentuckians searching for a first-time job or trying to land a better job need some type of training or education to help them become more competitive in the job marketplace. The cabinet assists individuals with a wide variety of training and education opportunities, including technical school, on-the-job training, GED attainment, classroom training/education, literacy instruction, skills upgrades and assistance with postsecondary education.



National leader in reformation of employment/retraining programs

One of the cabinet's most significant accomplishments is the implementation of the Workforce Investment Act of 1998 (WIA). In July 1999, Kentucky became an undisputed national leader in the area of workforce development as it was one of only 10 states to implement this landmark federal legislation.

Working with the Office of the Governor, the Kentucky Workforce Investment Board, the U.S. Department of Labor, local government, educational institutions and other state agencies, the cabinet's Office of Training and ReEmployment has overseen the reformation of the commonwealth's system of workforce development.

WIA emphasizes three fundamental principles: local control

of employment and training programs, involvement of business and industry in shaping employment and training programs, and a "one-stop" service delivery philosophy.

The cabinet was poised to implement WIA and exercise national leadership in this critical area largely due to its existing structure, current partnerships and the One-Stop system developed by the cabinet over the past few years. Kentucky's One-Stop provided the foundation for WIA implementation by establishing state-of-the-art technology in local communities and fostering the concept of local decision-making. The One-Stop philosophy of service delivery has improved customer service and expanded access to employment and training programs, thereby easing the way for WIA implementation.

Emphasis on workplace education

Recognizing that many Kentucky adults who need to improve their work-related academic skills are already in the workforce, the Department for Adult Education and Literacy has increased its emphasis on workplace education.

Working closely with business, industry and labor, departmental experts identify the basic skills needed to perform job tasks and customize curricula to specific jobs. Instruction is delivered at the work site to accommodate the schedules of both employees and employers. Mobile units equipped with computer stations provide the flexibility to be responsive to the special needs of workplace education.

The department developed a health care curriculum for the Kentucky Association of Health Care Facilities, which uses the course as a training model for member nursing homes statewide. The curriculum helps to upgrade workplace academic skills needed by dietary aides, environmental services workers and nursing aides.

WIA emphasizes three fundamental principles: local control of employment and training programs, involvement of business and industry in shaping employment and training programs, and a "one-stop" service delivery philosophy.



Unconventional methods used to reach people with low literacy levels

Due to legislative action supported by the governor, the Department for Adult Education and Literacy awarded \$6 million to innovative adult education projects across the commonwealth. These projects are designed to reach adults and teach adults through unconventional methods. For example, projects are located in the workplace, libraries and in housing projects. Programs reach students through radio and newspapers. Others use distance learning. These innovative approaches were made possible because of initiatives in the 1997 special session on postsecondary education.

Literacy survey leads to initiatives

The Department for Adult Education and Literacy made history in February 1997 when the governor released the *Kentucky Adult Literacy Survey*, the first comprehensive survey of literacy levels among Kentucky's working-age population.

Funded by the department and compiled by the UK Martin School of Public Policy and Administration, the survey provides factual guidance for making policy decisions and establishes a benchmark for measuring future progress. The statewide data were followed in December 1997 by the release of literacy levels for each Kentucky county.

Among the survey's findings:

- ☛ 40 percent of adult Kentuckians (nearly 1 million people) function at the lowest literacy levels.

- ☛ 340,000 Kentuckians lack minimal skills needed to function effectively in the home, community and workplace.

- ☛ If parents are involved in a child's education, the child is more

likely to achieve high literacy proficiency.

- ☛ Personal income grows along with literacy proficiency. Likewise, people who score at the low end of the literacy scale are more likely to be on welfare or other public assistance.

- ☛ People who achieve high levels of literacy proficiency are more likely to vote.

- ☛ People who read newspapers, magazines and other publications are more likely to be literate than those who do not.

- ☛ Men and women score virtually the same in all dimensions of literacy.

This realistic picture of the commonwealth's literacy status, as painted by the survey, led the governor and legislative leadership to form the Task Force on Adult Education. The

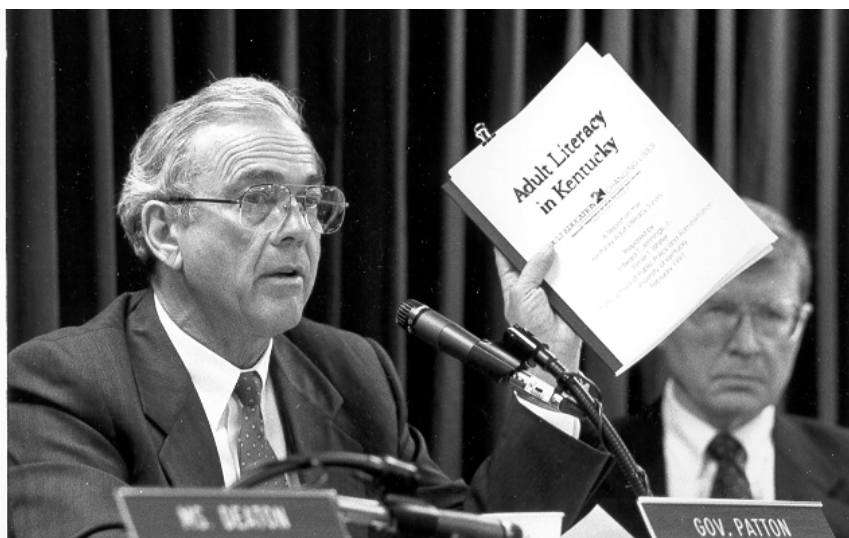
340,000 Kentuckians lack minimal skills needed to function effectively in the home, community and workplace.

task force's recommendations resulted in Senate Bill 1, which provides \$15 million in new funding for adult education over a two-year period and continues the \$2 million annual special Adult Education and Literacy Fund for innovative projects. These

funds will be appropriated to the Council on Post-secondary Education, which will collaborate with the Department for Adult Education and Literacy to fund local programs.

The legislation creates an Adult Education and Literacy Initiative fund to provide services targeted to communities with the greatest needs. These funds are to be used to support programs such as family literacy, early childhood initiatives and workplace training. The legislation creates incentives to full-time employees who complete a GED

See **Literacy**, page 6



Gov. Patton releasing the *Kentucky Adult Literacy Survey*, the first comprehensive survey of literacy levels among Kentucky's working-age population.

Key Issues

TRAINING & EDUCATION



One of the Fulton County Area Technology Center students who built a house for a needy family.

Literacy

cont. from page 5

program and a state income tax credit for employers who assist an employee in completing a GED.

According to the provision, the Department for Adult Education and Literacy will work with the Council on Postsecondary Education to develop a 20-year strategic plan for adult education in Kentucky.

Elevated status of tech schools

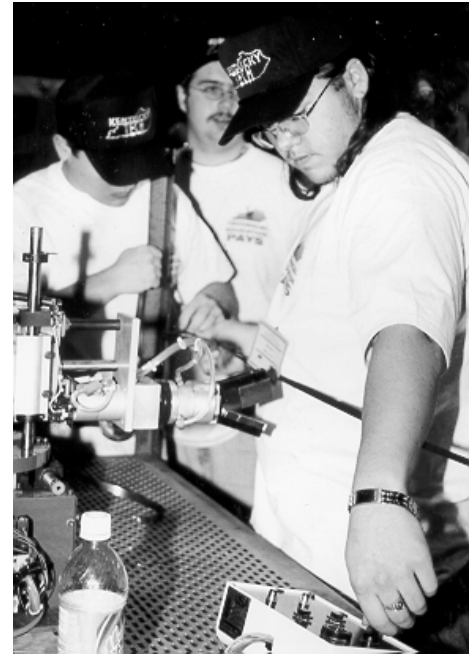
Throughout much of their history, Kentucky's secondary technical schools shared the spotlight with other parts of Kentucky's educational system. At one time, the schools were part of the state Department of Education, the agency responsible for administering all primary and secondary public school systems in the state.

When the Cabinet for Workforce Development was formed in 1990, the secondary technical schools became part of the Department for Technical Education, which also administered the 24 postsecondary technical schools.

When the postsecondary technical schools joined the new Kentucky Community and Technical College System in July 1998, the secondary technical schools were elevated in status as they became the department's solitary focus.

The primary mission for secondary technical schools has not changed — focusing on helping high school students explore careers, become job ready, and continue their education.

The Department for Technical Education promoted working partnerships between its 52 technical schools and their local communities through a series of town forums during 1998 and 1999. At the forums, state legislators, educators, business people and Kentucky Tech officials discussed the future of secondary technical education and how the schools can better meet the needs of the community. Based on these discussions, community-based steering committees are developing individual plans to help schools meet community needs.



Students from the Shelby County Area Technology Center, part of the Department for Technical Education, check the functions of a robot they built.

Wired for Success

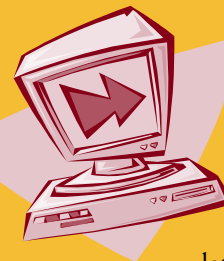
Knox County Area Technology Center in rural Barbourville was in the national spotlight when the editors of

FamilyPC Magazine dubbed the school one of America's Top 100 Wired High Schools (see May 1999 issue). In a

letter to the Knox County school,

FamilyPC's editor-in-chief, Robin Raskin, said, "Your school has paved the way for others schools to follow, and for that, we congratulate you."

The Knox County Area Technology Center was the only high school in Kentucky named to the list.



Millions go toward state-of-the-art equipment for tech students

In the 1998 legislative session, the Department for Technical Education received \$6 million from the state's surplus to invest in the department's 52 area technology centers.

This money was used to purchase up-to-date instructional equipment so that the technical schools can adapt to changing work environments. Students are now being taught with up-to-date equipment, such as computer-controlled lathes, state-of-the-art mig welders and computer-aided drafting software.

In an event to showcase Kentucky Tech students demonstrating the new equipment, Gov. Patton congratulated students for recognizing the value of technical education.

"If you follow through, you've assured yourself of a very good lifestyle," the governor said. "You've recognized what is really in demand — people who have intellectual ability to make our highly sophisticated society work."

So the department's schools can continue to update equipment and provide progressive training, the 2000 legislature awarded the following funds to the Department for Technical Education:

- ✦ \$2.9 million for new equipment purchases for area technology centers.

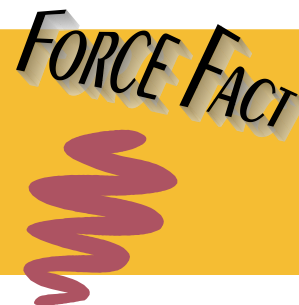
- ✦ \$2 million to establish 30 new programs in areas such as computer technology, wood manufacturing and machine tool.

- ✦ \$1.2 million for salary equity for administrators.

- ✦ \$266,500 for three positions to monitor technical classes outside Kentucky Tech.

- ✦ \$500,000 to operate the new Jackson County Area Technology Center.

The Department for the Blind is using a five-year \$215,000 federal grant to continue the provision of independent living services for older Kentuckians who are blind or visually impaired.



Perkins Center has helped people with disabilities for quarter century

When you've helped thousands of people with disabilities realize their potential and helped change their lives, it's something to be proud of. When you've been doing it for 25 years, it's time to celebrate.

That's what students, staff and invited guests did at the Carl D. Perkins Comprehensive Vocational Rehabilitation Center in October 1998. At the event, Gov. Patton, Secretary Rose and local and federal dignitaries praised former and current staff members for the commitment to providing training and education that lead to jobs for people with disabilities. The most poignant words, however, were from a student at the center.

"Without the center, my life would be lying in bed ... college was a dream I had always had. The center and the staff made my dreams possible," said Ginger Burns, who was involved in a vehicle accident that left her paralyzed from the neck down.

Perkins staff helped the mother of two young children acquire a Tongue Touch Keypad, which helps her operate her wheelchair, room lights and other devices. Burns is a student at Prestonsburg Community College and plans to attend the University of Louisville this fall.

McDowell Center helps visually impaired attain GEDs

The Charles McDowell Center for the Blind in Louisville identified an

See McDowell, page 8



Ginger Burns uses a Touch Tongue Keypad, which helps her operate her wheelchair, room lights and other devices. She is a student at Prestonsburg Community College.

Key Issues

TRAINING & EDUCATION

McDowell

cont. from page 7

educational need among its customers and filled it so that people who are blind can make themselves more job ready.

The McDowell Center serves people who are visually impaired by offering vocational tests, assistive devices and programs to teach Braille, cane travel, life skills and independent living. However, like many other Kentuckians, some McDowell Center consumers needed to earn a GED on their way to self-sufficiency.

The center is helping them do that by providing GED study materials in Braille, large print and computer disk format. The McDowell Center receives funding for the project from the Department for Adult Education and Literacy. The center has devoted full-time staff and a large room with study stations equipped with accessible computers, electronic magnifiers (CCTVs) and other adaptive devices so that adult education students can prepare for the GED test.

Some of the students are working on a GED, while others are focusing on improving certain skills to enter college or apply for a job.

Scholarships established for cabinet's customers

Inspired by the governor's Education Pays campaign, the cabinet established an annual Cabinet for Workforce Development Education Pays Scholarship for its customers who aspire to postsecondary education.

Gov. Patton has awarded 45 Kentuckians \$500 scholarships over the past two years to help fund attendance at community colleges, technical colleges and four-year universities.

The recipients, who were chosen from among more than 400 applicants,



Department for the Blind offers assistive technology, such as special monitors that accommodate large print for the visually impaired.

were dislocated workers, welfare mothers, adult education and School-to-Work students, and students with disabilities. For many of these people, the scholarships gave them the means and the determination to continue their education.

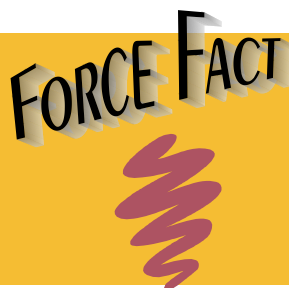
School-to-Work implemented statewide

School-to-Work programs have been implemented in all 22 local labor market areas in Kentucky, and each of the commonwealth's 176 school districts has established School-to-Work activities.

School-to-Work concepts have been incorporated at all levels of education — 87 percent of the

elementary schools provide significant career information to pupils; at the secondary level, 73 percent of the students are participating in school-based activities and 35 percent are involved in work-based opportunities.

In February 1999, the Kentucky Office of School-to-Work released *School-to-Work: Kentucky's Best Practices Guide* to provide examples of many of the best School-to-Work activities across the state. The 230-page book was written through a special project grant by two local labor market School-to-Work coordinators. The book was distributed to all of Kentucky's school districts, legislators and state agency partners.



The Kentucky Office of School-to-Work conducted an extensive media campaign in 1998-99 in each of Kentucky's five market areas to promote STW concepts.

Key Issues

TAX CUTS & ECONOMIC STABILITY

Cutting taxes and stabilizing communities

Thousands of Kentucky employers pay lower unemployment taxes due to a Patton administration initiative, tax credits have resulted in federal tax savings to employers and cabinet teams are at the ready to help employers and employees experiencing major layoffs.

Patton initiative, Senate bill lowered unemployment taxes
Thousands of Kentucky employers are paying lower unemployment taxes due to a Patton administration initiative enacted unanimously by the 1998 session of the General Assembly.

Senate Bill 296 reduced employer's unemployment insurance taxes by \$17.5 million per year while increasing payments to people drawing benefits by \$17.5 million annually.

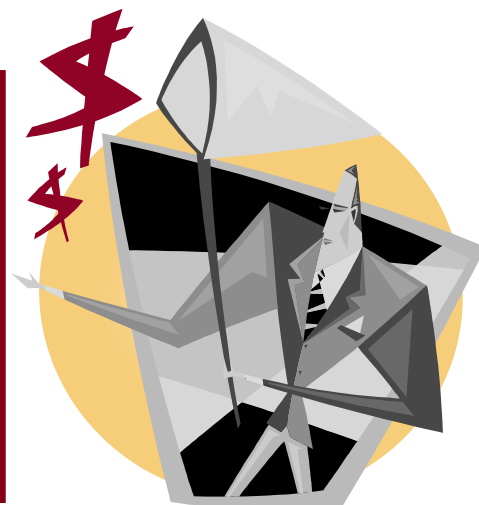
Under the legislation, the Department for Employment Services, which administers unemployment insurance, is receiving \$10 million for three years for technology that will greatly improve its service to job seekers and employers. (See this issue's "Creating Innovations" section for information on the KEWES technology project.) 1999 marked the first time in 40 years that a lower unemployment insurance tax rate schedule was enacted.

The initiative was possible because the unemployment insurance trust fund, financed from taxes paid by employers, was in excess of \$550 million and was projected to grow to \$777 million by 2002. According to the U.S. Department of Labor, Kentucky needs \$600 million for an adequate unemployment insurance trust fund.

Tax credits save employers money
Since October 1996, the Department for Employment Services has issued nearly 18,000 Work Opportunity Tax Credit and Welfare-to-Work Tax Credit certifications to Kentucky employers. These certifications represent a potential \$43 million in federal tax savings to those employers. The department has also issued more than 2,000 Unemployment Tax Credit certifications to Kentucky employers, representing potential state tax savings of \$204,000 to the employers.

Unemployment insurance provides economic security
In four years, the Department for Employment Services provided \$986 million in unemployment insurance benefits to Kentuckians who have lost their jobs through no fault of their own. These benefits provide temporary

Senate Bill 296 reduced employer's unemployment insurance taxes by \$17.5 million per year while increasing payments to people drawing benefits by \$17.5 million annually.



financial assistance to individuals while they search and/or train for another job. Unemployment insurance benefits also help provide economic security to communities that are hit hard by plant layoffs or closures and ultimately help support the entire commonwealth's economy.

Team helps employers, employees during layoffs
The Office of Training and ReEmployment also provides assistance when communities are faced with potentially devastating job losses.

When a business announces a major layoff, the state Rapid Response Team meets with workers about employment and training options for the future. The team helps workers through the transition from their old job to a new one by providing information about job search assistance, training and education opportunities, unemployment insurance and other employment and training assistance available to them.

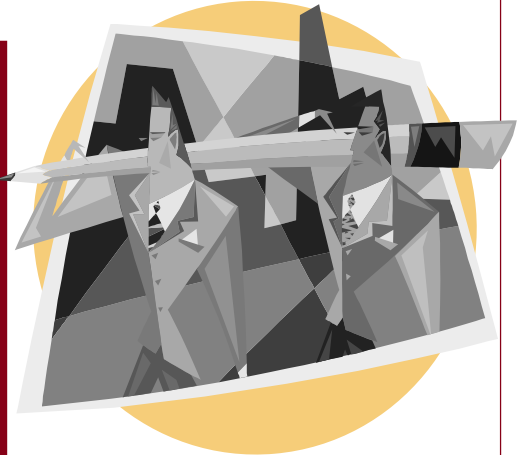
The team met with nearly 30,000 employees involving 243 employers in four years.

Key Issues

INNOVATIVE IDEAS

Creating innovations

The workforce and the workplace are evolving at a revolutionary pace. Cabinet for Workforce Development employees keep their minds and pencils sharp, ready to work on the next revolutionary idea. Recent innovations have resulted in an on-line employer resource, the re-engineering of employment services and a day care service at a vocational center that also serves as a training tool.



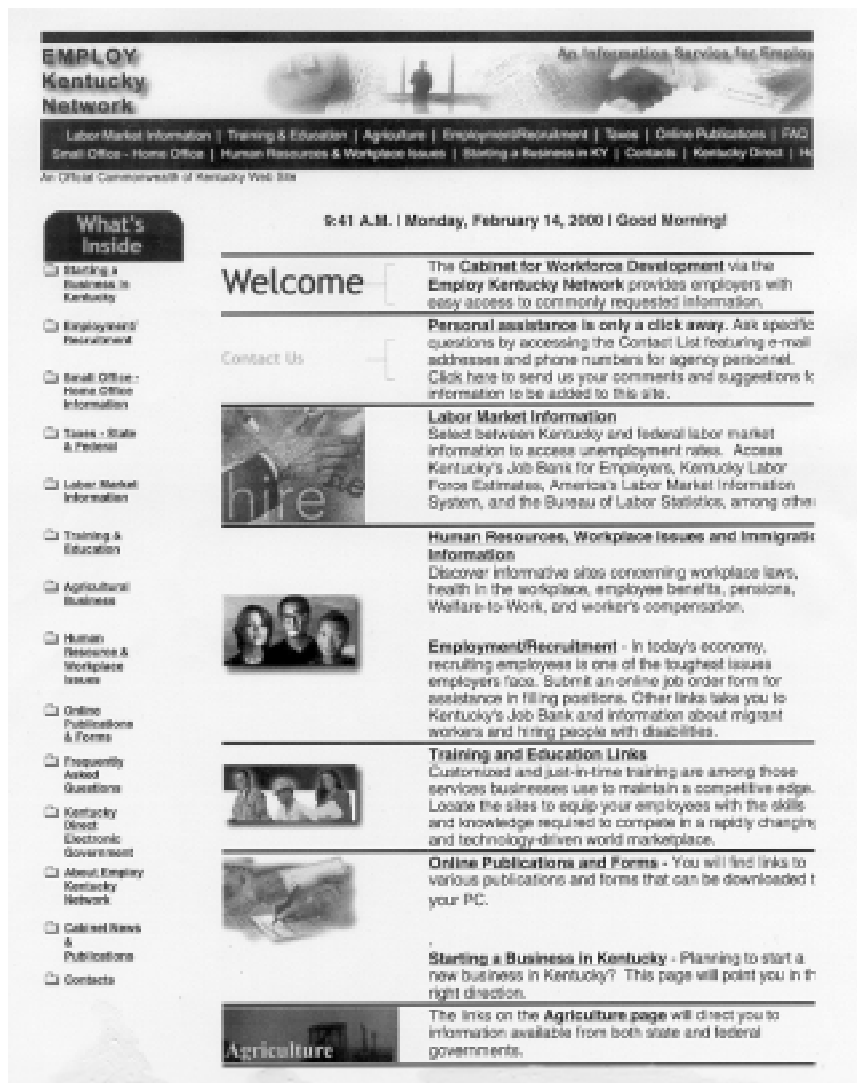
Employers can find needed resources at EmployKy Web site. The Cabinet for Workforce Development is using Web technology to serve employers, one of the cabinet's major customer groups. In November 1999, the cabinet launched a new on-line employer resource available at www.EmployKy.net.

From the EmployKy.net gateway, employers can recruit employees, find out how to start a business, obtain information about state and federal taxes and review on-line resumes of potential applicants.

Users can also locate the latest labor market information, link to training and education information, download electronic forms and publications and access dozens of state and federal government Web sites that directly pertain to business.

"The Employ Kentucky Web site is another fine example of how this administration is making government services more accessible to the citizens of the Commonwealth," said Gov. Patton when announcing the new Web site.

The site is getting good reviews from employers, such as Patrick O'Leary, workforce planning manager, United Parcel Service in Louisville.



The EmployKy.net Web site offers a wealth of information for employers.

"I have found the Employ Kentucky Web site to be a tremendous tool," he said. "I used to spend hours on the Internet searching for workforce data. Now with the Employ Kentucky Web site, I have everything I need in one place."

"(The Employ Kentucky Web site) allows me to conduct a strategic analysis of workforce statistics and labor market information. It is easy to use and the links are excellent. I have found it to be an invaluable resource."

The Web site is a direct response to employer concerns and questions that have been addressed to the cabinet.

Re-engineering of unemployment insurance processes

During 1999, Kentucky's Electronic Workplace for Employment Services (KEWES) took a giant step toward realization. The Department for Employment Services awarded a three-year contract to KPMG LLP, a multi-national business solution company, for all professional services required to re-engineer unemployment insurance business processes and to design and implement an electronic workplace. This workplace will integrate leading-edge customer relationship management software, call center, Internet and electronic document management technologies.

"I have found the Employ Kentucky Web site to be a tremendous tool. I used to spend hours on the Internet searching for workforce data. Now with the Employ Kentucky Web site, I have everything I need in one place." — Patrick O'Leary, workforce planning manager, United Parcel Service in Louisville

Initially KEWES will be used to provide unemployment insurance services for approximately 80,000 employers and 300,000 annual benefit claim filers. Ultimately it will support the full range of employment service activities conducted by the department.

Through use of the latest Internet and telephone technologies, KEWES will make Kentucky's Employment Services the most technologically advanced agency of its kind in the nation.

Technology offers self-sufficiency to those with disabilities

The Department of Vocational Rehabilitation provided consumers with more than \$1 million in rehabilitation technology in 1999, including computers with special adaptations, augmentative communication devices, adapted work stations and home and vehicle modifications. This assistance often makes the difference between

dependence and self-sufficiency for people with disabilities. The department also maintains a nationally recognized drivers rehabilitation technology program to help consumers with driver assessment and training and vehicle modifications.

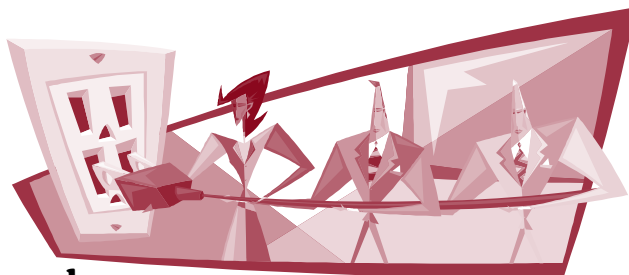
Day care center serves community and students

A room full of toddlers are both teachers and learners in the newest innovation at the Carl D. Perkins Comprehensive Rehabilitation Center in Eastern Kentucky.

Located in the rural Eastern Kentucky community of Thelma, the center's mission is to equip people with disabilities with the skills they need to enter the workforce. The center's latest addition is the Growing Together Child Care and Training Center, which provides a much-needed and valuable service to the community while training students for jobs in a growing field.

See *Day care*, page 12

Plugged in: KEWES will be an electronic workplace that is possible through the use of the latest Internet and telephone technologies. It will integrate leading-edge customer relationship management software, call center, Internet and electronic document management technologies.



Key ISSUES

INNOVATIVE IDEAS

Day Care

cont. from page 11

The Growing Together Center is appropriately named because it provides learning opportunities for both young children and students who are preparing themselves for careers.

"Having this kind of experience and knowledge will show employers that I can do the job," said Karen Kirksey, a student at the Perkins Center.

The demand for child care workers in Kentucky is expected to increase at least for the near future. According to the Occupational Outlook to 2006 report from the Department for Employment Services, job opportunities for child-care workers will grow by 45 percent through 2006, making child care one of the fastest growing occupations in the commonwealth.

"I'm eager to get a job because I know I'm good at this," said Kirksey, who is from Radcliffe. "The staff has confidence in me. And I have confidence in myself. When I go out into the job market, I know I'll be successful."

Setting up shop where the jobs are

In what is believed to be the first of its kind, a public employment office has located at a major international airport.



Karen Kirksey, a student at the Perkins Center, watches over some of her young charges at the Growing Together Child Care and Training Center.

The Northern Kentucky area has been fortunate in the past few years in experiencing rapid economic growth. The region's success, however, has made employee recruitment difficult for many employers in the area. The Department for Employment Services and the Kenton County Airport Board teamed up to help alleviate the applicant shortage for airport employers.

The Cincinnati/Northern Kentucky International Airport is home to more than 50 employers and

15,000 workers. In the cooperative venture, Employment Services stationed a full-time staff person at an airport office provided by the airport board. Applicants can apply at the central location for all airport jobs.

In its first six weeks of operation, the office processed approximately 450 applications for various airport employers and placed approximately 120 applicants. ✂

FORCE FACT

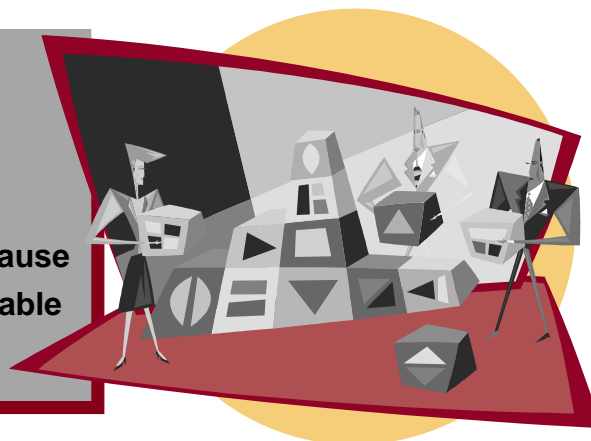
The Department for Technical Education was reorganized so that decision-making and accountability were pushed to the school level. This new philosophy will facilitate bringing technical programs up to industry standards, providing flexibility with curricula, and delivering programs needed by individual communities.

Key Issues

WORKING TOGETHER

Building partnerships

Working together with private and public agencies is a hallmark of the cabinet. Workforce Development will continue to build partnerships and pool resources because this is one way to ensure that Kentucky has a strong, viable workforce.



Used computers find new uses
The Department for Adult Education and Literacy has coordinated the transfer of approximately \$1 million in equipment, mainly computers, from various state government agencies to local adult education programs to increase the technology base in local programs.

The following state agencies have participated in this project: Governor's Office of Policy and Management, Natural Resources and Environmental Protection Cabinet, Department for Libraries and Archives, Department for Employment Services and Office of Training and ReEmployment.

Sherry Baber of the Owensboro Independent Board of Education says that adult education students in Owensboro have greatly benefited from the 12 computers her programs received. Two of the county's three adult education programs — PACE and Project LIFE — did not previously have any computers available to students.

"For the most part, adult education students have not been exposed to computers when they come into our programs, particularly those in PACE and Project LIFE," Baber said. "The only way to learn computer skills is by hands-on training, but if we had to use our funds to buy the equipment, we wouldn't have had computers for a long, long time to come.

"(Students) have been able to learn basic computer skills and how to research on the Internet — skills that are definitely transferable to a job. These computers have just opened a whole new world to our students. It's been wonderful experience for them."

UPS finds Employment Services "delivers" in recruiting efforts

The Department for Employment Services has helped United Parcel Service with employee-recruiting trips across the state. UPS officials reported that this was one of the most successful recruitment efforts in which the

company has participated.

The first recruiting trip was in Eastern Kentucky where local Employment Services offices in Ashland, Prestonsburg and Hazard set up

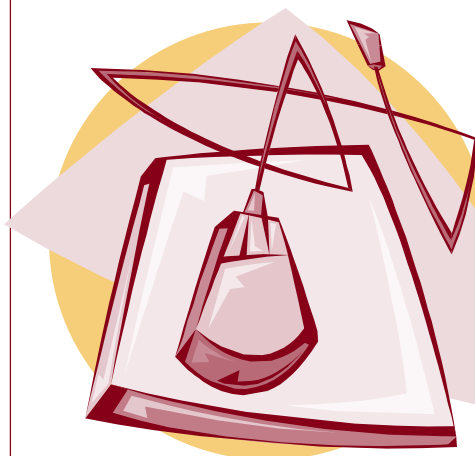
"(Students) have been able to learn basic computer skills and how to research on the Internet — skills that are definitely transferable to a job." — Sherry Baber, Owensboro Independent Board of Education

interviews with prospective UPS employees/Metro College students during the evening hours the week of January 24.

Although the area had been hit with heavy snow that week and schools were closed, hundreds of interested job seekers and students attended the informational and interview sessions.

In fact, there were so many prospective employees that UPS could not interview everyone in attendance. Facilitated by the department,

See **UPS**, page 14



Key Issues

WORKING TOGETHER

UPS

cont. from page 13

company officials returned to these sites in February to continue interviews. Because of the success in Eastern Kentucky, local Employment Services offices in other parts of the state joined in the recruitment effort.

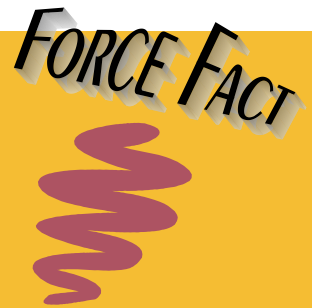
Destroying myths about visual disabilities

Through a partnership of public and private agencies, a significant source of employment and training for people who are blind or visually impaired was brought to Kentucky.

New Vision Enterprises, formerly known as the Kentucky Industries for the Blind, was awarded a \$700,000 contract to package plastic flatware for the Defense Supply Center in Philadelphia and a \$10,000 contract to do the same type of work for the Kentucky Department of Parks. The contract was possible because of a \$50,000 renovation of the building funded by the cabinet.

Gov. Patton visited the Louisville organization to announce the contract work that is employing 10 to 12 people who are blind or visually

The Cabinet for Workforce Development partnered with the Kentucky Chamber of Commerce to sponsor two Workforce Development Summits, which were attended by business people and private and public human resource managers and training and employment professionals.



impaired. In addition, these workers are earning experience that may lead to other assembly-type work in the community thereby providing a prepared workforce for area employers.

The governor praised the partnership between

New Vision Enterprises, National Industries for the Blind, Cabinet for Workforce Development and Department for the Blind.

"By pooling resources, New Vision Enterprises and the Cabinet for Workforce Development have provided steady employment that has the

potential for leading to even better jobs in the community while develop-

ing potential workers for Kentucky employers," he said. "Everybody involved wins."

Many employers in Kentucky hire people with assembly-type experience.

Unfortunately, many employers still believe

that people with visual impairments can't do that type of work. The governor said that New Vision Enterprises is destroying that myth by proving that people with visual impairments can do many different types of work.

"This allows people to get a foot in the door for even better jobs with private industry," the governor said. "New Vision Enterprises is creating a trained workforce ready for jobs in the community by proving to other potential contractors that their employees are successful. This helps private industry maintain and expand their businesses. Everybody involved in this effort wins. That is truly good government at work."

"Everybody involved in this effort wins. That is truly good government at work." — Gov. Paul E. Patton, speaking about those with visual disabilities obtaining training for jobs



Gov. Patton watches assembly line workers package flatware at New Vision Enterprises.

Key Issues

CONTINUING STORIES

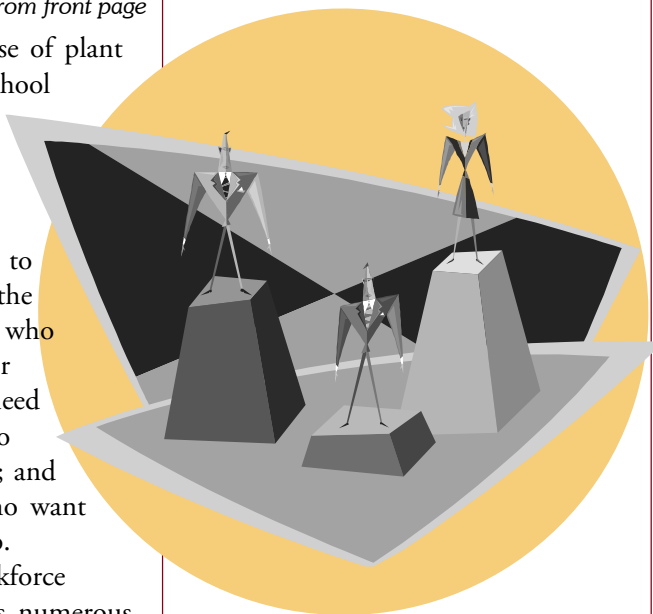
Workforce *cont. from front page*

their jobs disappear because of plant closings or layoffs; high school students training for a technical career; people with disabilities who are seeking self-sufficiency; welfare mothers who need to develop skills required in the job marketplace; students who are exploring various career possibilities; adults who need a GED or skills upgrade to land a job or a promotion; and employed Kentuckians who want to move up to a better job.

The Cabinet for Workforce Development also provides numerous opportunities for employers who create and maintain the jobs that make Kentucky strong. Employer services include worker recruitment, screening and referral; assistance in developing and implementing customized workplace training for basic skills; access to ADA (Americans with Disabilities Act) compliance information; help in providing assistive devices for employees with disabilities; labor market information to assist in business planning, grant writing and economic development; disability awareness training for co-workers; screening of job seekers for state and federal tax credits; assistance in recruiting migrant and seasonal farm workers and in complying with state and federal laws regarding their employment; and funding for on-the-job training in eligible situations.

(More information about cabinet services is available on-line at www.state.ky.us/agencies/wforce/.)

Services to the cabinet's two major audiences — job seekers and employers — come together to fulfill the cabinet's mission, which is to



provide high-quality educational, training and employment opportunities for individuals and the business community, resulting in a skilled workforce and economic vitality in the commonwealth.

Every day, cabinet employees across Kentucky work directly with customers or provide indirect support that advances the cabinet toward achieving this critical mission. Even more importantly, their work advances individual Kentuckians toward accomplishing their own employment and training goals. In this edition of Key Workforce Issues, recent accomplishments of the Cabinet for Workforce Development are highlighted.

I hope this gives you a good overview of how your tax dollars are being spent to prepare Kentucky's workforce for the jobs of today and beyond.

Allen D. Rose, Secretary
Cabinet for Workforce Development



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Progressive solutions today for a better workforce tomorrow



Top: A Rockcastle County Area Technology Center student shows Gov. Paul E. Patton his school's Web site at the \$6 Million Showcase in January. The event, coordinated by the Department for Technical Education, showed legislators what was purchased with money that the 1998 General Assembly appropriated for state-of-the-art equipment for 52 area technology schools.

Right: The Department for the Blind assisted Kimberly Shain Parsley in her two-year job search that ended with a communications job at Western Kentucky University. Parsley's guide dog, Garnet, helps her maneuver the steps in her workplace in Van Meter Hall.

